PDS

Performance & Development
SOLUTIONS

Course Catalog
July 1, 2009 - June 30, 2010

DAS Iowa Department of Administrative Services

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GENERAL INFORMATION

Registration
Register for Performance & Development Solutions (PDS) courses by completing a course registration form, obtaining the appropriate signatures, and submitting the signed form to your agency's Training Liaison. Course registration forms can be found in the back of this catalog or downloaded from the PDS website. Each agency will approve or deny training requests. Your training liaison will then enroll you for the course(s) and notify you with a confirmation notice two weeks prior to the class.

If your organization does not have a training liaison, please contact PDS at (515) 281-5456 or pds@iowa.gov in order to register for an upcoming course.

Training Liaisons
Training Liaisons are contacts within state departments and organizations that assist in enrolling their employees in PDS courses and communicate information about upcoming learning opportunities. A list of training liaisons may be found at the PDS website under *Training Liaisons*.

Locations
The majority of PDS seminars and workshops are held in Des Moines at the Hoover State Office Building, 1305 E. Walnut on the Capitol Complex. The session location will be stated within the confirmation notice sent to participants. Directions and parking information can be found at the PDS website under *General Information*.

PDS also periodically coordinates sessions in alternate locations throughout Iowa, such as the Quad Cities, Sioux City, and Cherokee. Please visit the PDS website periodically for information about these sessions, or contact PDS directly to coordinate a special session for your location.

Suggested Eligibility
Most PDS courses have a notation of recommended eligibility. It is up to individual agencies to approve or deny course enrollments based on recommended eligibility. Codes are as follows:

ALL - All classifications of employees are eligible to attend these courses.

E - **Executive:** These courses are designed for division administrators and upper-level executives.

M - **Management:** These courses are designed for those who supervise subordinate classifications, or those who have broad program management or upper-level administration responsibilities.

S - **Supervisory:** These courses are designed for individuals who have been given the authority by management to direct the work of employees, and to hire, evaluate, reward, promote, transfer, layoff, recall, process grievances, and discipline employees.

Course Notifications
Course confirmation notices including the course title, instructor, date(s), starting and ending times, location, and any required prework will be forwarded to department Training Liaisons for distribution to attendees approximately **two (2) weeks** prior to the course date.

PDS reserves the right to cancel a course when the minimum number of enrollees is not met or if an emergency arises that prevents the training session from being held. In the event of a course cancellation, PDS will contact Training Liaisons or course enrollees.

Cancellation Policy
Courses Costing $99.00 or Less: Participant cancellations must be received by PDS at least five (5) working days in advance of the course date. Cancellations received less than five (5) days in advance will be billed to the department. Enrollees may be excused for personal or job emergencies or illness when these are communicated **BY THEIR SUPERVISORS or TRAINING LIAISON** to PDS prior to, or during, the course for which they are enrolled. Departments can also send replacements to avoid being billed for a cancellation.

Courses Costing $100.00 or More: **ANY** enrollment cancellation received after the course has been confirmed will be billed to your department. Courses are generally confirmed two weeks prior to the course date. Departments can also send a replacement to avoid being billed for a cancellation.

Contact Information
Performance & Development Solutions (PDS)
Address: 1305 East Walnut, Des Moines, IA 50319-0150
Email: pds@iowa.gov   **Web:** http://LearnAtPDS.iowa.gov/
Phone: (515) 281-5456   **Fax:** (515) 242-5070

ABOUT US

Welcome to our 2009—2010 course catalog. We are pleased to present you with a wide variety of training and development opportunities. In today's economic environment, we are all called upon daily to do more with less. This is where professional development can make a difference with you and your work team. When you have the skills, knowledge and ability, dealing with lack of other resources can be easier.

PDS offers much more than the traditional or computer based classroom. Thinking of holding an off-site planning retreat? Let us coordinate it. Want to rally the troops with a motivational speaker? We can help with that too. How about an employee engagement survey? Look no further. When it comes to organizational development, PDS can provide the service. Continuous learning enables an organization to create its future.

State of Iowa, Performance & Development Solutions (PDS) provides workshops, computer classes, e-learning, certificate programs and more. We utilize best practices and skilled practitioners from across the country. By incorporating the latest information, concepts and ideas into our courses you achieve your top performance.

This catalog provides information about the various programs and services available, but is not an all-inclusive list of services PDS can provide. With PDS, you have a flexible choice in learning environments, from the traditional classroom setting to holding the session at your organization, we can tailor any course to meet your needs.

For the most up-to-date information about PDS programs and services visit the PDS website, or contact PDS directly. We look forward to serving you.

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Dawn Stohs
Training and Business Development
Email: dawn.stohs@iowa.gov
Phone: (515) 725-2051

Website: http://LearnAtPDS.iowa.gov/
Address: 1305 East Walnut, Des Moines, IA 50319-0150
Fax: (515) 242-5070

CLASS CATEGORIES

PDS offers a variety of classroom learning opportunities that target essential employee development needs. Choose from several course offerings linked to key learning competencies.

Course information, including course topics, cost and scheduled dates are listed in alphabetical order beginning on page 23.

BUSINESS SKILLS
Accounting Fundamentals
Business English
Business Writing Workshop
Creative Writing
Financial Math Refresher
Grammar & Proofreading Essentials
Introduction to Business Skills
Marketing Principles
Minute Taking
Plain Talk

COMMUNICATION AND LISTENING
Achieving Communication Effectiveness
Communication Enhancement
Dimensions of Behavior
Human Relations Skills
Influencing: Negotiating for Results
Listening: The Forgotten Skill
Presentation Skills

COMPUTER TRAINING
See page 11 for more information
Computer Security: At Home and In the Office

CONFLICT MANAGEMENT AND NEGOTIATION
Human Relations
Influencing: Negotiating for Results
Managing Conflict & Resistance in the Workplace

CUSTOMER SERVICE
Customer Service
Customer Service Telephone Skills
Developing a Customer Focused Organization

DIVERSITY/CULTURAL COMPETENCE
Building Inclusive Work Environments
Diversity for Managers and Supervisors
Managing Generational Differences at Work
Unleashing the Power of Diversity - Employee
Valuing Diversity in the Workplace

GOVERNMENT AND LAW
Citizen's Aide/Ombudsman
Contested Cases
Electronic Code Research
Executive Orders Relating to Rulemaking
Government Ethics and Lobbying Act
Introduction to Administrative Law
Legislative Process in Iowa State Government
Grant Management
Grant Seeking
Grant Writing
Open Meetings/Public Records
Overview of State Government Finances
Rulemaking Process
Rule Writing Style
Services Contracting: From Beginning to End
Statutory Construction and Legal Drafting

HUMAN RESOURCES
Americans with Disabilities Act
Discipline, Grievances and the Contracts
Equal Employment Opportunity/Affirmative Action
Family and Medical Leave Act
From Interview to Hire: The Successful Search for Talent
Investigating Employee Misconduct
Performance Evaluation
Preventing Sexual Harassment for Employees
Preventing Sexual Harassment for Supervisors
Violence-Free Workplace

CLASS CATEGORIES

LEADERSHIP DEVELOPMENT
 Business and Organizational Ethics
 Coaching and Leading for Top Performance
 Dimensions of Leadership

PROCESS AND ORGANIZATIONAL MANAGEMENT
 Building a High-Performing Workplace
 Business and Organizational Ethics
 Thriving on Change

SELF DEVELOPMENT
 Computer Security: At Home and In the Office
 Creative Thinking and Problem Solving
 Effective Facilitator
 Influencing: Negotiating for Results
 Managing Effective Meetings
 Managing Stress Effectively
 Managing Your Time and Priorities
 Professional Image
 Time Mastery
 Train the Trainers

SUPERVISION
 Business and Organizational Ethics
 Coaching and Leading for Top Performance
 Fundamentals of Supervision
 Performance Evaluation
 Preventing Sexual Harassment for Supervisors

TEAM DEVELOPMENT
 Dimensions of Behavior
 Teamwork Skills

CERTIFIED PUBLIC MANAGER (CPM) PROGRAM

In an effort to maintain Iowa's high level of commitment to its citizens, the State of Iowa, in partnership with Drake University, offers a nationally accredited Certified Public Manager (CPM) Program. The purpose of the program is to encourage and provide best-practice management techniques into public managers' everyday leadership and management strategies. The program is designed for supervisors, managers, executives, management staff and project managers from federal, state, county, and local governments.

ABOUT THE CPM PROGRAM

The CPM program consists of discussion, traditional classroom experiences, and online learning. It is an advanced learning experience that complies with strict academic criteria of the National CPM Consortium.

The Iowa CPM curriculum is specifically designed to enhance professionalism in four key areas:

Administration & Organization

> human resources, labor relations, and performance measurement

Technical & Quantitative

> finance, risk management, information technology, and law

Analytical & Conceptual

> analyze/evaluate, decision making, and critical thinking

Human Skills

> communication, conflict management, creating effective groups, and leadership

In addition to attending scheduled CPM classes, participants will complete one job-related team project. The team project allows participants the opportunity to apply theories, principles, and/or techniques learned in the CPM Program training sessions to a situation, problem, concern, or opportunity in a public organization. It is an outstanding opportunity to engage in workplace efficiency ideas, work-related problem solving, research and future planning.

BENEFITS OF PARTICIPATION

Graduates of the CPM program receive:

- CPM designation
- One year's experience in qualifying for some state job classifications
- Nine hours of graduate credit at Drake University, which can be applied towards a Master of Public Administration Degree

INVESTMENT

The cost of this program is $3,500 per candidate. This represents 300 contact hours of instruction at a cost of approximately $11 per hour. The entire program takes place over 17 months, meeting two consecutive days each month. Payment may be made in full or billed in monthly installments.

LEARN MORE ON CPM WEB PAGE

The CPM website, http://learnatpds.iowa.gov/cpm/index.htm contains a great deal of additional information about the program including:

- the responsibilities of the participant and their employer
- list of current and past participants
- current schedule
- the application for admission into the program

CERTIFICATE PROGRAMS

Certificate programs allow government employees to participate in a collection of applicable training courses and demonstrate a commitment to employee development and skills enhancements. These courses are valuable to a participant's current position and help position them for future growth opportunities.

There is open enrollment for each of the five certificate programs. Participants have two to three years, depending on the program, to complete the required curriculum. Upon completion of the certificate program, participants receive a certificate signed by the Governor and a press release for the local newspaper or department newsletter announcing the successful completion of the customized training curriculum. More information can be found at: http://learnatpds.iowa.gov/certificate_programs/index.html

Applied Management Series (AMS)

The Applied Management Series Certificate is recommended for all supervisors and managers. The program identifies essential management concepts and applications relating to various human resources policies and procedures, communication skills, and quality initiatives.

Administrative Assistant (AA)

The Administrative Assistant Certificate consists of essential concepts and applications in communication, finance, business, and computer skills. Completion of this program may substitute six (6) months job experience in select job classifications.

Achievement

The Achievement Certificate is a customized learning program for each participant. Participants complete four core courses and select six electives related to their area of interest. This program allows participants the flexibility to build a learning curriculum complementary to their individual development goals.

Applied Business Series (ABS)

The Applied Business Series Certificate contains courses that focus on fundamental business concepts. These concepts concentrate on areas that help organizations become more high performing and customer service oriented. It also educates participants in the areas of marketing, quality initiatives and business strategy.

Foundations of Government

The Foundations of Government Certificate provides a broad based perspective on government structure, rules, and policymaking. Participants will explore the various topics that explain why and how government operates in certain ways and how policymaking shapes changes and advancements to benefit Iowa citizens within policymaking, ranging from the creation of a new rule to the adherence and management of various administrative laws.

ORGANIZATIONAL DEVELOPMENT

Today's organizations operate in a rapidly changing environment. Consequently, one of the most important assets for an organization is the ability to manage change -- and for people to remain healthy and authentic.

Organizational Development (OD) is the practice of collaborating with organization leaders and their groups to help solve problems and reach their goals. This is usually accomplished through consulting, coaching and facilitation services provided to an organization to develop and improve the individual, unit and organizational effectiveness over the long term and to give the organization skills to use in the future.

PDS offers a wide variety of OD services. Some of our most popular services:

Organizational Analysis and Design: A process for improving the probability that an organization will be successful. The process of organizational design matches people, processes and systems to the purpose, vision, and strategy of the organization. Workforce Planning is an important component of *Organizational Analysis and Design*.

Change and Transition Management: Working with departments and other groups to help them plan and implement significant changes in their organizations.

Performance Management Systems: Working with departments to create performance standards and coach on tracking results, performance coaching and development planning.

Meeting Design and Facilitation: Working with departments to help them plan an agenda, stay on track, and discuss issues effectively. Includes strategic planning facilitation and group problem solving.

Team Building: Helping a team develop its ability to work more effectively together and perform at a higher level.

Business Process Redesign: Working with a group to analyze the current way of doing a specific piece of work and develop a better way to design how the work gets done.

Training: Working with a group to develop or renew knowledge, skills or values relative to a group goal.

Leadership Development: Developing leadership skills within the context of an organization's culture and aligned to the strategic needs of the organization or unit.

Strategic Planning: The process of determining long-term goals and then identifying the best approach for achieving those goals.

PDS works directly with you to address organizational development needs of departments, programs, or small work groups. Solutions are designed and delivered by qualified OD practitioners to improve organization processes, behaviors, or systems. To discuss organizational development options for your organization, please call Judy Akre at (515) 281-6383 or Brian Mayer at (515) 281-6368.

DISTANCE LEARNING

PDS distance learning provides opportunities to stretch your training budget. We're brining training to your desktop in two ways. eLearning, also known as online training is provided by ElementK, and offers hundreds of classes on a broad range of topics. Webinars are live sessions delivered via the internet.

eLearning: PDS currently offers a variety of computer and business skills courses in an online environment. Participants can access their selected courses on the Internet 24 hours a day, 7 days a week from home or the office.   There are over 500 courses to select from with everything from soft skills to computer skills. PDS continues to expand our offerings throughout the year and will be adding safety training. Please visit the PDS website – http://learnatpds.iowa.gov/e_learning/index.html   – for available classes and registration information.

Webinars: Webinars provide cost effective live, interactive virtual classroom learning on the computer.   Webinars are just like a conference room based seminar, however, participants view the presentation through their Web-browser and listen to the audio through their telephone. A key feature of a Webinar is its interactive elements -- the ability to give, receive and discuss information. Visit the PDS website for topics and offerings. http://learnatpds.iowa.gov/e_learning/webinar_index.html.

ADDITIONAL SERVICES

Special Sessions

When an organization identifies a specific training need for a group of staff members or the entire department, PDS will work with the organization to coordinate customized training or dedicated sessions of existing training. This may involve working with current PDS team members or identifying other training professionals to develop or deliver the needed training. PDS can arrange sessions to best meet the work group's schedule and to deliver the training in a timely, effective manner.

Electronic Surveys

PDS offers development, support, and consultation on electronic surveys. Electronic surveys can be an invaluable data-capturing tool for an organization. Survey respondents visit a web address generated by PDS where they are able to complete the survey online, confidentially. Real-time results of the survey are calculated automatically for the organization. Examples of surveys PDS frequently develops for customers include:

- Organizational analysis
- Employee engagement
- Program review
- Customer satisfaction

Promotions

The first two things that get cut with a tight economy and reduced budgets are training and travel. But the one thing that can have the greatest negative impact on our business is not training people. Not only do we need to keep up skills but we also need to provide incentives to remain in a job. Statistics consistently reveal that one of the top five reasons people select a job or employer is because of the opportunity to learn. PDS is here to help and will be offering promotions throughout the year. Watch the front page of our website under the "Specials" section.

Profiles and Learning Instruments

Understanding how behaviors and work styles impact personal and team productivity and satisfaction is a vital component for organizational success. PDS offers a variety of profiles and learning instruments that help individuals and teams explore various dimensions of their work style and the impact their behaviors have on others. Instruments include:

- Time mastery
- Leadership styles
- Team effectiveness
- Group culture
- Coping and stress
- Discovering diversity

Individual coaching and group workshops round out the learning experience.

Workforce Planning

Workforce planning is the process of identifying and addressing gaps between today's workforce and the workforce of the future. Workforce planning consultation services are available for agencies and staff members to learn the various components of workforce and succession planning. They will take away the tools and resources necessary to successfully plan for the future.

COMPUTER SKILLS TRAINING
New Horizons, PDS & Online Courses

The entire world is driven by technology today. Having a reliable resource for computer-related training gives you a tremendous advantage. PDS offers a variety of options for computer skills training.

In 2009, PDS began providing computer training in the ITE computer lab located in the Hoover building, level B. Microsoft Office 2007 sessions have been well-received and include Word, Excel, Access & PowerPoint.

You can also take advantage of the flexibility and diverse course offering of our unique business partner, New Horizons. New Horizons Computer Learning Center, an international leader in computer training. New Horizons offers traditional classroom training, mentored labs and online training led by certified instructors.

In addition to traditional classroom sessions, PDS also offers online courses through ElementK. There are hundreds of courses available through this resource. Access to ElementK eLearning courseware is available 24/7, from home or office.

To learn more about our computer offerings, check out our website at: http://learnatpds.iowa.gov/occupational_training/category_computertraining.html

PDS Computer Courses

Schedule:
Class dates for PDS have been schedule for the upcoming year.. The most current schedule may be found at the PDS website - http://learnatpds.iowa.gov/occupational_training/computer_training/pds.html.

Courses: We currently offer the following Microsoft Office 2007 courses. We are continuing to expand our offerings.

Access 2007 New Features
Access 2007 Level 1, 2 or 3
Excel 2007 New Features
Excel 2007 Level 1, 2 or 3
Microsoft Office 2007 New Features
PowerPoint 2007 Level 1 or 2
Word 2007 New Features
Word 2007 Level 1, 2 or 3

Online Computer Courses Through ElementK

Please visit our website for complete listing of courses available: http://learnatpds.iowa.gov/e_learning/index.html.

NEW HORIZONS INFORMATION

Schedule:
Class dates for New Horizons' training are released approximately every three months. The most current schedule may be found at the PDS website - http://learnatpds.iowa.gov/occupational_training/ alphabetical_computer_new_horizons.html.

Location:
The majority of computer training sessions listed on the PDS site take place at the New Horizons Computer Learning Center, 6200 Aurora Avenue, Des Moines. PDS can also coordinate on-site computer training at your office location or partner with the New Horizons facilities in other locations around Iowa.

Courses:
The following pages list available computer courses through New Horizons with their associated PDS course number, length in days, and cost per person. *Please Note: The number of days for each course is subject to change, which may alter the cost for the course.* The application courses are listed alphabetically, while the technical courses are listed within their technical category. If you do not find the course or courses you are interested in on this list, contact us and we do our best to arrange it for you.

Registration:
To enroll in a New Horizons computer training session, contact PDS or your agency Training Liaison.

Special Note: New Horizons allows students to re-take any courses up to six months following initial course completion.

New Horizons Application Courses

Course	PDS Course Number	Length (in days)	Price
Access Level 1	PC 005	2	$ 230.00
Access Level 2	PC 155	2	$ 230.00
Access Level 3	PC 010	1	$ 115.00
Access: Application Development	PD 225	1	$ 160.00
Access: New Features	PC 341	0.5	$ 75.00
Access: VBA Programming	PD 120	2	$ 320.00
Acrobat Level 1	PD 060	1	$ 160.00
Acrobat Level 1 & 2	PD 323	2	$ 320.00
Acrobat Level 2	PD 161	1	$ 160.00
Acrobat: New Features	PD 162	0.5	$ 75.00
ACT! Level 1	PD 125	1	$ 160.00
ACT! Level 2	PD 126	1	$ 160.00
Active Service Pages Level 1	PC 385	2	$ 320.00
Adobe Captivate	PC 381	1	$ 160.00
Adobe Integrated Class	PD 309	1	$ 160.00
Adobe Lifecycle Designer: Forms	PC 340	1	$ 160.00
Computers Made Easy	PD 030	1	$ 115.00
Corel Presentations Level 1	PC 380	1	$ 115.00
CorelDraw	PC 386	1	$ 160.00
Crystal Reports Level 1	PC 114	2	$ 320.00
Crystal Reports Level 2	PC 115	2	$ 320.00
Desktop Security	PC 240	0.50	$ 75.00
Dreamweaver: Website Development	PC 375	3	$ 480.00
Excel Level 1	PC 062	1	$ 115.00
Excel Level 2	PC 063	1	$ 115.00
Excel Level 3	PC 064	1	$ 115.00
Excel: New Features	PC 376	0.5	$ 75.00
Excel: Power Users	PC 440	1	$ 160.00
Excel: VBA Programming	PC 379	2	$ 320.00
Fireworks Level 1	PC 317	1	$ 160.00
Fireworks Level 2	PC 324	1	$ 160.00
Flash Level 3	PC 377	2	$ 320.00
Flash Level 1	PC 326	2	$ 320.00
Flash Level 2	PC 237	2	$ 320.00
FrontPage Level 1	PC 304	1	$ 160.00
FrontPage Level 2	PC 305	1	$ 160.00
GoLive Level 1	PD 327	1	$ 160.00
GoLive Level 2	PC 306	1	$ 160.00
HTML - Level 1	PC 301	1	$ 160.00
HTML - Level 2	PC 302	1	$ 160.00
HTML - Level 3	PC 303	1	$ 160.00
Illustrator Level 1	PD 038	1	$ 160.00
Illustrator Level 2	PD 021	1	$ 160.00
InDesign Level 1	PD 065	2	$ 320.00
InDesign Level 1 & 2	PD 324	3	$ 480.00

New Horizons Application Courses

Course	PDS Course Number	Length (in days)	Price
InDesign Level 2	PD 066	1	$ 160.00
InfoPath: Creating Forms - Level 1	PD 234	2	$ 320.00
Internet Explorer: Introduction	PC 307	1	$ 115.00
Introduction to Internet & Networks	PD 032	1	$ 160.00
Lotus 1-2-3 Level 1	PC 051	1	$ 115.00
Lotus 1-2-3 Level 2	PD 119	1	$ 115.00
MS Web Expressions Level 1	PC 382	1	$ 160.00
MS Web Expressions Level 2	PC 383	1	$ 160.00
Outlook Level 1	PD 017	1	$ 115.00
Outlook Level 1 & 2	PD 320	1	$ 160.00
Outlook Level 2	PD 016	1	$ 115.00
PhotoShop CS - Web Production	PD 009	1	$ 160.00
PhotoShop Level 1	PC 425	2	$ 320.00
PhotoShop Level 2	PD 014	2	$ 320.00
PHP Level 1	PC 387	1	$ 160.00
PowerPoint Level 1	PC 035	1	$ 115.00
PowerPoint Level 2	PC 037	1	$ 115.00
PowerPoint: New Features	PC 378	0.5	$ 75.00
Project Level 1	PC 121	1	$ 160.00
Project Level 1 & 2	PD 321	2	$ 320.00
Project Level 2	PC 122	1	$ 160.00
Project Management Fundamentals	PD 254	1	$ 160.00
Publisher Level 1	PC 049	1	$ 160.00
QuarkXpress - Level 1	PD 067	2	$ 320.00
QuarkXpress - Level 1/2	PD 330	2	$ 320.00
QuarkXpress - Level 2	PD 056	1	$ 160.00
SharePoint Designer Level 1/2	PD 312	1	$ 160.00
SQL Querying - Level 1	PD 163	1	$ 160.00
SQL Querying - Level 1 & 2	PD 322	2	$ 320.00
SQL Querying - Level 2	PD 165	1	$ 160.00
VBA Foundations with Microsoft Office	PD 048	3	$ 480.00
Visio Professional	PC 201	1	$ 160.00
Visio - Level 1	PC 388	1	$ 160.00
Web Development w/ Cascading	PC 384	2	$ 320.00
Windows Level 1	PD 029	1	$ 115.00
Windows Level 2	PD 704	1	$ 115.00
Windows Sharepoint Sevices - Level 1	PD 232	2	$ 320.00
Windows Sharepoint Sevices - Level 2	PD 233	2	$ 320.00
Sharepoint Services 3.0 Level 1 & 2	PD 391	3	$ 480.00
Windows on the Web	PD 390	1	$ 115.00
Word Level 1	PC 072	1	$ 115.00
Word Level 2	PC 084	1	$ 115.00
Word Level 3	PC 073	1	$ 115.00
XML - Level 1	PC 316	1	$ 160.00

New Horizons Technical Courses

Course	PDS Course Number	Length (in days)	Price
Microsoft			
1846 MS Solutions Framework Essentials	PD 219	3	$ 915.00
2209 Upgrading Sys Adm Skills from W2K to 2003 (Work Shop)	PC 511	2	$ 610.00
2210 Updating Systems to MS Server 2003 (Workshop)	PC 512	3	$ 915.00
2261 Supporting Users running MS Win XP OS	PC 502	3	$ 915.00
2262 Supporting Users Running Apps on XP OS	PC 503	2	$ 610.00
2272 Implementing and Supporting Microsoft Windows XP Professional	PC 213	5	$ 1,525.00
2273 Managing and Maintaining a Microsoft Windows Server 2003 Environment	PD 027	5	$ 1,525.00
2274 Managing a Microsoft Windows Server 2003 Environment	PC 504	5	$ 1,525.00
2275 Main Win Server 2003	PC 505	3	$ 915.00
2276 Implementing a Microsoft Windows Server 2003 Network Infrastructure Network Hosts	PC 506	2	$ 610.00
2277 Implement, Manage, and Maintain an MS Windows Server '03 Network Infrastructure	PC 507	5	$ 1,525.00
2278 Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure	PC 508	5	$ 1,525.00
2279 Plan Impl. Main Active Directory Server 2003	PC 509	5	$ 1,525.00
2282 Designing 2003 Active Directory	PC 510	5	$ 1,525.00
2285 Installing/Configuring XP Pro	PD 041	2	$ 610.00
2287 Mang.Infrastructure using MS Operations Mgr 2005	PD 329	3	$ 915.00
2297 Plan Implement Man. 2003 Update MCSE	PC 513	5	$ 1,525.00
2299 Man. Maintain Ser 2003 Env. For MCSA	PD 061	2	$ 610.00
2439 Scripting Using Microsoft Windows Management Instrumentation		2	$ 880.00
2550 Implementing MOM	PD 001	3	$ 915.00
2596 Managing Microsoft Systems Management Server	PD 007	5	$ 1,525.00
2597 Planning and Deploying Microsoft Systems Management Server 2003		3	$ 1,320.00
2732 Planning Deploying and Managing Project Server	PD 005	5	$ 1,525.00
2824 Implementing MS ISA 2004	PD 007	5	$ 1,525.00
5105B Deploying Windows Vista Business Desktops	PD 250	3	$ 1,320.00
5115 Installing and Configuring the Windows Vista Operating System	PD 251	3	$ 1,320.00
5116 Configuring Windows Vista Mobile Computing and Applications	PD 260	2	$ 880.00
5117 Installing, Configuring, Troubleshooting, and Maintaining Windows Vista®		3	$ 1,320.00
5118 Maintaining and Troubleshooting Windows Vista Computers	PD 261	3	$ 1,320.00
5118/9 Maintain, Troubleshoot, and Support Vista Computers		4	$ 1,760.00
5119 Supporting Windows Vista Computers with Desktop Images and Application Packages	PD 262	2	$ 880.00
6451 Plan, Deploy, and Manage System Center Configuration		5	$ 2,200.00
50025 PowerShell for Administrators		3	$ 1,320.00
50028A Managing System Center Operations Manager 2007		5	$ 2,200.00
50197 Developing Web Applications Using Microsoft Silverlight 2.0		3	$ 1,320.00
System Center Configuration Manager 2007 Skills Update for SMS 2003 Administrators		4	$ 1,760.00
Microsoft Server 2008			
6415 Updating Network Infrastructure Tech. to Server 2008	PD 321	3	$ 1,320.00
6416 Updating Your Network Infrastructure & Active Directory Tech Skills to Windows Server '08	PD 322	5	$ 2,200.00
6417 Updating your Applications Infrastructure Technology Skills to Windows Server 2008		3	$ 1,320.00
6418 Deploying Windows Server 2008		3	$ 1,320.00
6419 Configuring, Managing, and Maintaining Windows Server 2008 Servers [Accelerated Bundle]		5	$ 2,200.00
6420 Fundamentals of Windows Server 2008 Network and Applications Infrastructure		5	$ 2,200.00
6421 Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure		5	$ 2,200.00

New Horizons Technical Courses

Course	PDS Course Number	Length (in days)	Price
6422 Implementing and Managing Windows Server 2008 Hyper-V		3	$ 1,320.00
6423 Implementing and Managing Windows Server 2008 Clustering		3	$ 1,320.00
6424 Fundamentals of Microsoft Server 2008 Active Directory		3	$ 1,320.00
6425 Configuring Windows Server 2008 Active Directory Domain Services		5	$ 2,200.00
6426 Configuring Identity and Access Solutions with Windows Server® 2008 Active Directory®		3	$ 1,320.00
6427 Configuring and Troubleshooting Internet Information Services 7.0 in Windows Server® 2008		3	$ 1,320.00
6428 Configuring and Troubleshooting Windows Server 2008 Terminal Services		2	$ 880.00
6429 Configuring and Managing Windows Media Services for Windows Server 2008		2	$ 880.00
6430 Planning and Administering Windows Server 2008 Servers		5	$ 2,200.00
6431 Managing and Maintaining Windows Server 2008 Network Infrastructure Servers		2	$ 880.00
6432 Managing and Maintaining Windows Server 2008 Active Directory Servers		2	$ 880.00
6434 Automating Windows Server 2008 Administration with Windows PowerShell		3	$ 1,320.00
6435 Designing a Windows Server 2008 Network Infrastructure		5	$ 2,200.00
6436 Designing a Windows Server 2008 Active Directory Infrastructure and Services		5	$ 2,200.00
6437 Designing a Windows Server 2008 Applications Infrastructure		3	$ 1,320.00
Microsoft.Net			
2124 Program with C Sharp	PD 035	5	$ 1,525.00
2310 Developing Microsoft ASP.NET Web Applications using Visual Studio.NET	PC 211	5	$ 2,200.00
2349 Prog the MS .Net Framework with C#	PD 010	5	$ 1,525.00
2373 Programming with MS VB.Net	PC 214	5	$ 1,525.00
2389 Programming with MS ADO.NET	PC 215	3	$ 915.00
2415 Program the .NET Framework with VB.NET	PC 218	5	$ 1,525.00
2524 Develop XML Web Services Using MS ASP.NET	PD 013	3	$ 915.00
2555 Develop .NET Windows Apps with MS Visual C# .NET	PD 263	5	$ 1,525.00
2557 Building COM+ Apps Using MS .NET Enterprise Services	PD 264	5	$ 1,525.00
2558 Program with Managed Extensions for MS Visual C++	PC 220	3	$ 915.00
2559 Intro to VB .NET Programming	PC 217	5	$ 1,525.00
2565 Develop .NET Windows Apps with MS VB.NET	PC 221	5	$ 1,525.00
2609 Intro to C# Programming with Microsoft.NET	PD 015	5	$ 1,525.00
2640 Upgrading Web Development Skills from ASP to ASP .NET	PD 023	3	$ 915.00
2663 Programming with XML in MS.NET	PD 209	3	$ 915.00
2710 Analyze Requirements & Define MS.Net Solution Arch	PD 026	5	$ 1,525.00
2717 Intro to Microsoft .NET Development	PC 222	2	$ 610.00
2956 Core Foundations of Microsoft .NET 2.0 Development		3	$ 1,320.00
2957 Advanced Foundations of MS.NET 2.0 Development		3	$ 1,320.00
Microsoft ASP.NET AJAX Using Visual Studio 2005		3	$ 1,320.00
Visual Studio			
2541 Core Data Access with MS Visual Studio 2005	PD 307	3	$ 1,320.00
2542 Advanced Data Access with MS Visual Studio 2005	PD 201	2	$ 880.00
2543 Core Web Application Technologies with MS Visual Studio 2005	PD 202	3	$ 1,320.00
2544 Advanced Web Application Technologies with MS Visual Studio 2005	PD 204	2	$ 880.00
2546 Core Windows Forms Technologies with MS Visual Studio 2005	PD 205	3	$ 1,320.00
2547 Advanced Windows Forms Technologies with MS Visual Studio 2005	PD 206	2	$ 880.00
2548 Core Distributed Application Development with MS Visual Studio 2005	PD 207	3	$ 1,320.00
2549 Adv. Distributed Application Development with MS Visual Studio 2005	PD 208	2	$ 880.00

New Horizons Technical Courses

Course	PDS Course Number	Length (in days)	Price
2562 Getting Started with MS Visual Studio 2005 for Visual Basic 6.0 Developers	PD 265	2	$ 880.00
4994 Introduction to Programming MS .NET Applications with MS Visual Studio 2005	PD 266	5	$ 2,200.00
4995 Programming with the MS .NET Framework using MS Visual Studio 2005	PD 267	5	$ 2,200.00
5789 Core and Advanced Web Application Technologies with Microsoft Visual Studio		5	$ 2,200.00
6214 Effective Team Development Using Microsoft Visual Studio Team System		3	$ 1,320.00
6215 Implementing and Administering Microsoft Visual Studio 2008 Team Foundation Server		2	$ 880.00
6460 Visual Studio 2008: Windows Presentation Foundation		3	$ 1,320.00
6461 Visual Studio 2008 Connected Systems: Windows Communication Foundation		3	$ 1,320.00
6462 Visual Studio 2008 Connected Systems: Windows Workflow Foundation		2	$ 880.00
6463 Visual Studio 2008: ASP.NET 3.5		2	$ 880.00
6464 Visual Studio 2008: ADO.NET 3.5		2	$ 880.00
Software Development and Testing with Visual Studio 2008 Team System		3	$ 1,320.00
Visual Studio .Net 2008: What's New		2	$ 880.00
Microsoft Exchange Server			
2011 Troubleshooting Exchange 2003 Serv	PD 055	3	$ 915.00
2400 Implementing and Managing Microsoft Exchange Server 2003	PC 514	5	$ 1,525.00
3938 Upgrading Messaging Admin Skills to MS Exchange Server 2007	PD 268	3	$ 1,320.00
5047 Introduction to Installing and Managing Microsoft Exchange Server 2007	PD 269	3	$ 1,320.00
5049 Managing Messaging Security Using Microsoft Exchange Server 2007	PD 270	1	$ 440.00
5050 Recovering Messaging Servers and Databases Using Microsoft Exchange Server 2007	PD 271	1	$ 440.00
5051 Monitoring and Troubleshooting Microsoft Exchange Server 2007	PD 272	1	$ 440.00
5053 Designing a Messaging Infrastructure Using Microsoft Exchange Server 2007	PD 273	3	$ 1,320.00
5054 Designing a High Availability Messaging Solution Using Microsoft Exchange Server 2007	PD 274	2	$ 880.00
50162 Exchange Administrators Guide to Scripting using the Exchange Management Shell (EMS)		1	$ 440.00
Exchange 2007 Installation and Administration		5	$ 2,200.00
Microsoft SharePoint Server			
2252 Administering MS Windows SharePoint 2003	PD 314	2	$ 610.00
2553 Administering MS Windows SharePoint Portal Server 2003	PC 252	3	$ 915.00
5060 Implementing Windows SharePoint Services 3.0	PD 275	1	$ 440.00
5061 Implementing MS Office SharePoint Server 2007	PD 276	3	$ 1,320.00
50047 Advanced IT Pro Course for MS Office SharePoint Server '07 & Windows SharePoint Svcs 3.0		5	$ 2,200.00
50051 Architecting Microsoft Office SharePoint Server 2007 Portals and Collaboration Solutions		2	$ 880.00
50064 Advanced SharePoint Development		5	$ 2,200.00
50146 Programming Microsoft Office SharePoint Server		5	$ 2,200.00
Building a Better Business Intelligence Application in SharePoint without Coding		4	$ 1,760.00
InfoPath 2007		1	$ 305.00
Inside SharePoint 2007 Products and Technologies		5	$ 2,200.00
Mastering SharePoint Server 2007 Administration		5	$ 2,200.00
SharePoint 2007: Business Processes		2	$ 610.00
SharePoint NoCode Apps Dev for Workflow and Data Connectivity		4	$ 1,760.00
SharePoint Site Collection Owner/Team Site Admin		3	$ 1,320.00
BizTalk Server 2006			
2933 Developing Business Process and Integration Solutions Using Microsoft BizTalk Server 2006		5	$ 2,200.00

New Horizons Technical Courses

Course	PDS Course Number	Length (in days)	Price
Microsoft SQL Server			
2071 Querying MS SQL Server with Transact-SQL	PC 169	3	$ 915.00
2072 System Admin for SQL 2000	PC 167	5	$ 1,525.00
2073 Program a MS SQL Server 2000 Database	PC 168	5	$ 1,525.00
2778 Writing Queries MS SQL Server 2005 Transact-SQL	PD 211	3	$ 1,320.00
2779 Implementing a MS SQL Server 2005 Database	PD 242	5	$ 2,200.00
2780 Maintaining a Microsoft SQL Server 2005 Database	PD 277	5	$ 2,200.00
2781 Designing MS SQL Server 2005 – Server Side Solutions	PD 212	3	$ 1,320.00
2782 Designing MS SQL Server 2005 Databases	PD 213	2	$ 880.00
2783 Designing the Data Tier for MS SQL Server 2005	PD 214	1	$ 440.00
2784 Tuning and Optimizing Queries Using Microsoft SQL Server 2005	PD 333	3	$ 1,320.00
2786 Designing MS SQL Server 2005 Infrastructure and Services	PD 216	2	$ 880.00
2787 Designing Security for MS SQL Server 2005	PD 217	2	$ 880.00
2788 Designing a High Availability Database Solutions Using Microsoft SQL Server 2005		3	$ 1,320.00
2789 Admin and Automating MS SQL Server 2005 Databases and Servers	PD 218	1	$ 440.00
2790 Troubleshooting and Optimizing Database Servers using Microsoft SQL Server 2005		2	$ 880.00
2791 Implement & Maintain SQL Server 2005 Analysis Services	PD 334	3	$ 1,525.00
2792 Implement & Maintain SQL Server 2005 Integration	PD 335	3	$ 1,525.00
2793 Implement & Maintain SQL 2005 Reporting Services	PD 313	3	$ 1,320.00
2794 Designing a Business Intelligence Solution Arch for the Enterprise using MS SQL Server 2005	PD 278	2	$ 880.00
2795 Designing an ETL Solutions Arch using MS SQL Server 2005 Integration Services	PD 279	2	$ 880.00
2796 Designing an Analysis Solution Architecture using MS SQL Server 2005 Analysis Services	PD 282	3	$ 1,320.00
2797 Designing a Reporting Solution Architecture using MS SQL Server 2005 Reporting Services	PD 285	2	$ 880.00
6158 Updating Your SQL Server 2005 Skills to SQL Server 2008		3	$ 1,320.00
6231 Maintaining a Microsoft SQL Server 2008 Database		5	$ 2,200.00
6232 Implementing a Microsoft SQL Server 2008 Database		5	$ 2,200.00
6234 Implementing and Maintaining Microsoft SQL Server 2008 Analysis Services		3	$ 1,320.00
6235 Implementing and Maintaining Microsoft SQL Server 2008 Integration Services		3	$ 1,320.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services		3	$ 1,320.00
6317 Upgrading Your SQL Server 2000 Skills to SQL Server 2008		3	$ 1,320.00
50027 Querying and Processing SQL Server Data Using Microsoft SQL Server		2	$ 880.00
Hardware			
A+ Certification	PD 018	5	$ 1,525.00
Network+ Certification	PD 020	5	$ 1,525.00
CDIA+ Certification	PD 220	2	$ 880.00
Information Security			
2576 Implement & Admin MS Internet Information Services	PD 336	3	$ 915.00
2694 Impl. And Support MS IIS 6	PD 002	2	$ 610.00
2810 Fund of Net security	PD 004	4	$ 1,220.00
2821 Design and Manage Public Key Infrastructure	PD 006	4	$ 1,220.00
2823 Security in a MS Win Server 2003 Network	PD 117	5	$ 1,525.00
2830 Design Sec. MS Networks	PD 008	5	$ 1,525.00
Certified Ethical Hacker (CEH)	PD 078	5	$ 2,200.00
CISSP Certification	PD 079	5	$ 2,200.00
Computer Hacking Forensics	PD 180	5	$ 2,200.00

New Horizons Technical Courses

Course	PDS Course Number	Length (in days)	Price
Security+ Certification	PD 011	5	$ 1,525.00
Security 5	PD 286	2	$ 610.00
Internet			
E-Commerce Professional Series	PD 087	5	$ 1,525.00
Foundations Series/I Net+	PD 088	5	$ 1,525.00
Site Designer Series	PD 091	5	$ 1,525.00
ITIL			
ITIL Essentials	PD 215	3	$ 1,320.00
ITIL v2 Support and Restore Practitioner Course and Certification		5	$ 2,375.00
ITIL v3 Foundations		3	$ 1,320.00
ITIL v3 Operational Support and Analysis		4	$ 1,900.00
ITIL v3 Release, Control, and Validation (Accredited)		4	$ 1,900.00
Linux/Unix			
3071 SUSE Linux Enterprise Server 10 Fundamentals		3	$ 1,425.00
3072 SUSE Linux Enterprise Server 10 Administration		5	$ 2,375.00
Linux+	PD 040	5	$ 1,525.00
Linux Fundamentals	PD 103	5	$ 2,200.00
Linux System Administration	PD 105	5	$ 2,200.00
Linux Troubleshooting	PD 203	5	$ 2,200.00
Linux Fast Track	PD 287	5	$ 2,200.00
Project Management			
5928 Microsoft Office Project Server 2007, Managing Projects		3	$ 1,320.00
5929 Microsoft Office Project Server 2007, Managing Projects and Programs		5	$ 2,200.00
Project+	PD 123	4	$ 1,220.00
Visual Basic			
2433 Visual Basic Script and Windows Script Host Essentials		3	$ 1,320.00
2667 Introduction to Programming	PD 046	3	$ 915.00
VBA Foundations with Microsoft Office	PD 048	3	$ 915.00
Wireless			
CWNA Certified Wireless Network Administrator	PD 099	5	$ 2,375.00
CWSP Certified Wireless Security Professional	PD 221	5	$ 2,375.00
Cisco			
Building Cisco Multilayer Switched Networks (BCMSN)	PD 068	5	$ 2,375.00
Building Cisco Remote Access Networks (BCRAN)	PD 062	5	$ 2,375.00
Building Scalable Cisco Internetworks (BSCI)	PD 069	5	$ 2,375.00
Cisco IP Telephony (CIPT)	PD 070	5	$ 2,375.00
Cisco Safe Implementation (CSI)	PD 801	5	$ 2,375.00
Cisco Secure VPN (CSVPN)	PD 804	5	$ 2,375.00
Cisco Voice Over IP (CVOICE)	PC 071	5	$ 2,375.00
Cisco Wireless LAN Fundamentals (CWLF)		4	$ 1,900.00
Cisco Wireless LAN Advanced Topics (CWLAT)		4	$ 1,900.00
Implementing Cisco Intrustion Systems	PD 292	5	$ 2,375.00
Implementing Cisco Unified Communications IP Telephony Part 1 (CIPT1)		5	$ 2,375.00
Implementing Secure Converged Wide Area Networks (ISCW)	PD 293	5	$ 2,375.00
Interconnecting Cisco Networking Devices - ICND1	PD 074	5	$ 2,375.00

New Horizons Technical Courses

Course	PDS Course Number	Length (in days)	Price
Interconnecting Cisco Networking Devices - ICND2	PD 337	5	$ 2,375.00
Introduction to Cisco Networking Technologies	PD 295	5	$ 2,375.00
Optimizing Converged Cisco Network (ONT)	PD 290	5	$ 2,375.00
Quality of Service	PD 291	5	$ 2,375.00
Securing Cisco Network Devices (SND)	PD 288	5	$ 2,375.00
Securing Networks with ASA Advanced (SNAA)		5	$ 2,375.00
Securing Networks with ASA Fundamentals (SNAF)		5	$ 2,375.00
Securing Netowrks with PIX & ASA	PD 289	5	$ 2,375.00
Secure PIX Firewall Advanced	PD 338	5	$ 2,375.00
Securing Networks with Cisco Routers and Switches		5	$ 2,375.00
Configuring BGP on Cisco Routers (BGP)		5	$ 2,375.00
Business Skills Information Worker			
4001 Team Collaboration Using MS SharePoint Services	PD 296	0.5	$ 75.00
4002 Forecsting and Trend Analysis Using MS Office Excel	PD 235	0.5	$ 75.00
4003 Summarizing MS Office Excel Data to Make Better Business Decisions	PD 236	0.5	$ 75.00
4004 Managing Critical Business Information Using MS Office Access	PD 237	0.5	$ 75.00
4005 Beyond the Spreadsheet: Managing Financial Information Using MS Office Access	PD 238	0.5	$ 75.00
4006 Time and Task Management Using MS Office Outlook	PD 239	0.5	$ 75.00
4007 Creating Effective Presentations Using MS Office Powerpoint	PD 298	0.5	$ 75.00
4008 Building Better MS Word Documents in Less Time	PD 299	0.5	$ 75.00
4009 Setting up Projects for Success Using MS Project	PD 300	0.5	$ 75.00
4010 E-Commerce Profitability: Online Merchandising Using MS FrontPage	PD 301	0.5	$ 75.00
Citrix			
CTX-1258AI Citrix Presentation Server 4.0: Support	PD 339	3	$ 1,320.00
CTX-1259AI Citrix Presentation Server 4.5: Administration	PD 340	5	$ 2,200.00
CTX-1308AI Citrix Access Gateway 4.5: Administration	PD 341	2	$ 880.00
CTX-1327AI Citrix Password Manager 4.5: Administration	PD 342	2	$ 880.00
PMP Project Management Professional			
Intro to Project Management	PD 252	3	$ 1,320.00
Scope & Requirements Management	PD 253	3	$ 1,320.00
Project Schedule & Cost Control	PD 302	3	$ 1,320.00
Project Risk Management	PD 303	1	$ 440.00
Project Quality Management	PD 304	1	$ 440.00
PMP Exam Prep	PD 305	3	$ 1,320.00
Other Programming			
PHP Programming		5	$ 2,200.00
PHP - Programming with Connectivity to My SQL		5	$ 2,200.00
Novell			
3063 GroupWise 7.0 Administration		5	$ 2,200.00
Microsoft LINQ			
Microsoft LINQ		2	$ 880.00

PDS provides a variety of classroom opportunities for employees to build and enhance their skills needed to achieve a high-performing workforce. Our workshops utilize best practices and are facilitated by skilled practitioners from around the country. We incorporate the latest information and ideas into our course curriculum to ensure your organization is receiving the most to achieve individual and organization success. For the most up to date information on courses, dates, and times, visit our website at: http://learnatpds.iowa.gov/occupational_training/index.html.

Diversity
To create an environment of diversity requires constant support. PDS offers a wide range of diversity related training options. Check out our diversity page for these and other diversity related courses offered:
http://learnatpds.iowa.gov/occupational_training/diversity_overview.html.

- *Diversity for Managers & Supervisors*
- *Unleashing the Power of Diversity - Employee Training*

New Courses ★ NEW!
PDS is always looking for new course offerings to provide you with skills needed to succeed. Many new course offerings are being added to the PDS line-up this year. Some of the courses that will be available in the upcoming months are:

- *Dealing with Difficult People*
- *Essential Functions and Competencies: The Basics*
- *Writing for the Online Environment*
- *Newsletter Writing*
- *Excel Under Pressure*
- *Leaders to Go*

Visit our website and look for the **"What's New"** section for the most up to date information: http://learnatpds.iowa.gov/.

Over the Road
Courses listed in our catalog on the following pages are held in Des Moines area. Coming in fiscal year 2010, PDS will be taking classes from the Applied Management Series and Administrative Assistant certificate program on the road throughout Iowa. Watch the PDS website for more information.

Accounting Fundamentals

Course Number: GI 176

Length: Three 3-hour sessions
Cost: $149
Eligibility: All

Dates: October 9, 16, 23, 2009
February 5, 12, 19, 2009

Many job responsibilities require basic use and understanding of accounting skills. But if accounting is not something utilized on a daily basis, the skills are easily forgotten. Accounting Fundamentals will provide a great introduction or refresher to key concepts that may be applied in the workplace and home.

- Basic accounting skills
- Understanding the accounting cycle
- Analyzing journal transactions

Achieving Communications Effectiveness (ACE)

Course Number: GI 077

Length: 1 day
Cost: $115
Eligibility: All

Dates: July 22, 2009   September 30, 2009
January 14, 2010   March 10, 2010
June 22, 2010

This course explores the development of effective communication and productive interpersonal skills. Participants will develop a behavioral "self-portrait" to help them understand their own behavior style. Understanding individual behavior styles helps participants learn how they can adapt their communication to others and ultimately make communication more effective.

- Listening—the cornerstone of communications
- Nonverbal skills—their impact on effective communication
- Feedback skills

Americans with Disabilities Act (ADA)

Course Number: NC 123

Length: 1/2 Day
Cost: $49
Eligibility: All

Dates: July 29, 2009   November 12, 2009
May 18, 2010

This course is designed to show supervisors and managers their legal responsibilities under the Americans with Disabilities Act (ADA) and to give useful answers to often-asked questions. Topics include: This course is designed to show supervisors and managers their legal responsibilities under the Americans with Disabilities Act (ADA) and to give useful answers to often-asked questions.

Building a Culture of Accountability

Course Number: GI 220

Length: 1 Day
Cost: $75
Eligibility: All

Dates: Coming Soon

The "prism" of accountability incorporates employee, management, and an organization's responsibilities. It is a delicate ecosystem . If one of the accountability "partners" fail, the entire system struggles. Topics included are: Management Accountability and Organizational Accountability. We all want a working environment where people can count on each other to keep commitments and agreements.

Building a High-Performing Workplace

Course Number: GI 302

Length: 1 Day
Cost: $159
Eligibility: All

Dates: September 18, 2009   June 11, 2010

This course focuses on envisioning the future, analyzing your organization culture, and discussing organizational values that facilitate success in aligning your team to reach organizational and strategic goals. Topics include:

- Understanding various organizational cultures
- Fostering "win-win" teams
- Understanding the empowerment process
- Moving to a long-term focus (strategic planning)
- Understanding change and innovation
- Developing customer-oriented policies and procedures

Business and Organizational Ethics

Course Number: SC 240

Length: 1 day
Cost: $59
Eligibility: All

Dates: July 29, 2009   October 21, 2009
January 27, 2010   April 13, 2010

Trust is one of the most important assets of a healthy organization. The foundation of trust lies in ethical behavior - values lived out by the organization's leaders. A set of ethical values, clearly set forth and actively promoted, gives the best guidance for dealing with today's complex ethical dilemmas.

Attending Business and Organizational Ethics will provide the opportunity to take a deeper look at ethics in the workplace. Participants will work through examples to understand and solidify decision making paths, analyze values demonstrated in the workplace, and reflect on what values and principles are important to them.

Business English

Course Number: GI 001

Length: 1 Day
Cost: $115
Eligibility: All

Dates: October 27, 2009   April 14, 2010

In order to convey complete and accurate information, individuals must pay careful attention to the words and grammar used in written communication. This course focuses on improving general writing and editing skills used in the office.

- Correct word usage
- Punctuation and capitalization
- Spelling
- Proofreading techniques
- Guidelines for style

Business Writing Workshop

Course Number: GI 134

Length: 1 Day
Cost: $115
Eligibility: All

Dates: November 5, 1009   June 9, 2010

Writing is a critical skill in today's business world. Participants in this workshop will learn skills and techniques to improve all aspects of business writing, including memos, e-mail, letters, reports, and file documentation. Topics include:

- The 5-step writing process for better communication
- Proofreading techniques to avoid common errors
- Simple methods for clear, concise, and correct messages
- Writing good news, bad news, and persuasive messages
- Tips for e-mail correspondence

Citizen's Aide/Ombudsman

Course Number: RM 010

Length: 2 Hours
Cost: $39
Eligibility: All

Dates: October 27, 2009

The Office of Citizen's Aide/Ombudsman serves as an independent and impartial agency to which citizens can air their grievances about government. With certain exceptions, the Ombudsman has authority to investigate complaints about Iowa state and local government. The Ombudsman attempts to resolve most problems informally. Following an investigation, the Ombudsman may make findings and recommendations and publish a report. This course is a great opportunity to discuss:

- What the Ombudsman can and cannot do
- How the office works its cases from the most informal contact to the most formal investigation
- What to expect if you are ever complained about to the Ombudsman

Coaching and Leading for Top Performance

Course Number: SC 213

Length: 1 day
Cost: $159
Eligibility: EMS

Dates: December 3, 20009   May 6, 2010

This course focuses on the topic of leadership, with special emphasis on the coaching aspects of the leadership role. Great coaches spark peak performance from others by setting stretch goals, clarifying expectations, providing the right tools and resources, giving effective feedback, counseling employee problems, and linking rewards and recognition to top performance. Great coaches are also willing to confront performance problems.

Participants will learn about all of these issues, ultimately improving employee performance and eliciting a change in employee behavior.

Communication Enhancement

Course Number: GI 198

Length: 1 Day
Cost: $159
Eligibility: EMS

Dates: July 28, 2009   October 20, 2009
January 26, 2010   April 14, 2010

This active workshop is designed to allow management and staff to evaluate current communications techniques. Participants will take the Keirsey Temperament Sorter II to help members understand "strategic flexing". This enables those that work very differently to learn to work well as team mates and to function by highlighting individual strengths. Participants will learn the best tactics to communicate with peers as well as those they lead. This information and tools presented in the workshop will increase the ability of communications to get to the root of issues that need to be addressed. Participants will learn to give and receive feedback, discuss active listening, understand how to build a persuasiveness into communication, and ultimately, improve their skills to eliminate future miscommunication.

Computer Security: At Home and in the Office

Course Number: PC 519

Length: 2 Hours
Cost: $39
Eligibility: All

Dates: Coming Soon

If you use a computer, you need to know how to recognize and respond to computer attacks in your home or office. By attending this session, you will learn your role in protecting your computer system and how to protect confidential information, review guidelines for email and passwords, and identify common attacks, threats, and defenses.

Contested Cases

Course Number: RM 008

Length: 2 Hours
Cost: $39
Eligibility: All

Dates: October 15, 1009   June 15, 2010

How does the State fine a nursing home? How does a doctor lose his license if they has a drug problem? Why is the Department of Transportation taking my driver's license?

These are all examples of a state agency taking action against a person or company. Whenever an agency takes an action, that action can be appealed. The result of an appeal is a contested case or administrative hearing before an administrative law judge. In this class, participants will learn about how agencies take action, what can be appealed, how the appeal is heard, and what happens after the appeal is decided.

Creating a Performance Accountability

Course Number: GI 220

Length: 1 day
Cost: $159
Eligibility: All

Dates: October 6, 2009

Creating Performance Accountability will empower participants toward greater accountability by facilitating learning in these key areas:

- Identifying an individuals and organizational accountability perspective
- Creating collaborative accountability agreements with individuals and organizations
- Identifying the three phases of accountability: before, during and after
- Establishing and practicing clear, concrete, measurable performance standards

Creating Thinking and Problem Solving

Course Number: GI 160

Length: 1 Day
Cost: $159
Eligibility: All

Dates: July 30, 2009   March 9, 2010

This course is designed to help participants be more creative in their organization and learn how to accelerate and direct creativity toward desired results. Participants will be introduced to concepts, exercises, and techniques for generating innovative approaches to deal with problems. Topics include:

- Defining creativity
- Left - and right - brain thinking
- Creativity blocks and blockbusters
- Techniques for creative problem solving

Creative Writing - Effective Writing: Strategies for Planning & Persuasion

Course Number: GI 221

Length: 1 Day
Cost: $159
Eligibility: All

Dates: December 1, 2009

This course will help participants master key stages of the writing process: getting ideas, organizing them for maximum impact, and writing in an easy-to-read style. These strategies for audience analysis, organization, and plain language can speed writing and be applied to all types of documents.

Customer Service

Course Number: QM 002

Length: 1 Day
Cost: $115
Eligibility: All

Dates: September 23, 2009 January 20, 2010
May 12, 2010

Certificate Program

This interactive course is designed for all employees, front-line or management, whether working with internal or external customers. In addition to exploring the increasingly important role of customer relations in government organizations, participants will:

- Analyze customer expectations
- Practice specific ways of handling complaints and problems effectively and efficiently
- Learn the keys to an effective customer service policy

- Learn how to make customers feel valued, important, and confident about using your services
- Explore methods of supporting staff for enhanced customer service

Customer Service Telephone Skills

Course Number: QM 030

Length: 1 day
Cost: $115
Eligibility: All

Dates: October 28, 2009 April 15, 2010

Certificate Program

Today many customers know us only by the impression we make on the phone. Our telephone skills give that first impression and more. This interactive workshop includes:

- Taking calls, discerning necessary information, and gaining information from callers
- Dealing with difficult, irate, or abusive callers
- Exploring ways to not make excuses

- Responding if you don't have the answer
- Identifying inflammatory triggers and ways to say what you mean without angering the caller

Developing a Customer Focused Organization

Course Number: SC 254

Length: 1 Day
Cost: $159
Eligibility: EMS

Dates: August 25, 2009 May 19, 2010

Certificate Program

Across the nation public employees are striving to provide excellence in customer service. Attend this seminar to discover how to cultivate a customer-driven culture in your organization. Learn to use "The Cycle of Service" in your work team to isolate "service fail points" that may be inhibiting efficient, effective service delivery. Create a "Service Blueprint" to refine service delivery processes and optimize customer-friendly approaches. Learn to author service standards that regulate the quality of service delivery and how to coach individual employees, or your entire work team, in meeting and exceeding service expectations.

Dimensions of Behavior

Course Number: GI 312

Length: 1/2 Day
Cost: $105
Eligibility: All

Dates: July 8, 2009 October 20, 2009
January 13, 2010 April 29, 2010

DiSC

This workshop will help participants explore their behavior across the four DiSC dimensions and how they use those dimensions in situations. Each participant will complete a personal DiSC profile, which will help them understand their own behavior and how and when to adapt their behavior.

Analyzing the dimensions of behavior can improve communication, promote appreciation of differences, enhance individual and team performance, and reduce conflict.

Dimensions of Leadership

Course Number: GI 230

Length: 1 Day
Cost: $179
Eligibility: EMS

Dates: September 2, 2009 January 6, 2010
May 11, 2010

Certificate Program

This workshop is comprised of two elements; completion and debriefing of a personal Dimensions of Leadership profile and lessons on leadership skills. Participants will:

- Review leadership profiles
- Identify a personal leadership strategy
- Examine leadership styles and appropriateness and effectiveness of each style
- Examine how coaching and mentoring can be used to create effective leaders
- Identify a personal leadership strategy
- Define leadership vs. management

Discipline, Grievances, and the Contracts

Course Number: NC 901

Length: 1 Day
Cost: $99
Eligibility: EMS

Dates: August 4, 2009 October 6, 2009
March 30, 2010 June 23, 2010

Certificate Program

Understanding the discipline and grievance process is crucial to any supervisor or manager in state government. This course focuses on the methods of effective and timely discipline; the role of the supervisor and manager in the grievance process; and how to interpret the state labor contracts. Other topics include:

- Preventive discipline
- Just cause
- Contract provisions

Effective Facilitation Tools and Techniques

Course Number: GI 202

Length: 1 Day
Cost: $159
Eligibility: All

Dates: December 8, 2009

Formerly Effective Facilitator

The role of the facilitator goes beyond presentation of information. Facilitators must also know how to help participants define and gain consensus for group objectives, encourage creativity, and deliver results while building relationships in meetings, group work, or project teams. Topics include:

- Definition of characteristics of good facilitation
- Facilitation techniques, styles, and approaches
- An opportunity to practice and apply facilitation topics
- General facilitation guidelines, tips, and hints

Electronic Code Research

Course Number: RM 005

Length: 2 Hours
Cost: $39
Eligibility: All

Dates: October 13, 2009 June 17, 2010

Certificate Program

The General Assembly publishes legal provisions produced by all three branches of government, including:

- The Iowa Acts and the Iowa Code of code Supplement
- The Iowa Administrative Bulletin and the Iowa Administrative Code
- The Iowa Court Rules

This class is designed to teach the casual researcher how to access these publications in an electronic format. The researcher will be immediately able to use robust programming features to search and retrieve, copy, and print provisions of these legal publications.

Equal Employment Opportunity/Affirmative Action (EEO/AA)

Course Number: NC 202

Length: 1/2 Day
Cost: $49
Eligibility: EMS

Dates: July 21, 2009   December 10, 2009
April 8, 2010

Equal Employment Opportunity and Affirmative Action (EEO/AA) are important parts of the State's long-range workforce planning as well as its commitment to attracting and retaining a diverse workforce. Therefore, understanding EEO/AA is critical for all supervisors and managers. Participants will learn the legal principles of EEO/AA and its use as a tool to effectively manage an increasingly diverse workplace. Topics include:

- Differences between EEO and AA
- State and federal EEO/AA laws
- Correct use of AA in all employment processes

Family and Medical Leave Act (FMLA)

Course Number: NC 122

Length: 1/2 Day
Cost: $49
Eligibility: EMS

Dates: July 28, 2009   November 11, 2009
May 18, 2010

This three-hour course will provide you with the information you need to answer your questions regarding the Family and Medical Leave Act. Understanding this law's impact on the workplace is essential for all supervisors and managers. Topics include:

- The law
- Eligibility
- Entitlement
- Practical applications
- Benefits

Financial Math Refresher

Course Number: GI 175

Length: Two 3-hour sessions
Cost: $129
Eligibility: All

Dates: September 11 & 18, 2009
January 15 & 22, 2010

This course reviews basic mathematical principles that need to be applied in the workplace. Participants meet for two 3-hour sessions (6 total classroom hours) to review standard and decimal notation, calculations and more, including:

- Calculate using whole numbers, fractions, and decimals without calculators
- Dissect components to solve word problems
- Convert between fractional, decimal, and percent notations
- Translate percent problems into a standard model with specific application
- Use estimation techniques to check reasonableness of results
- Calculate simple and compound interest

From Interview to Hire

Course Number: NC 301

Length: 1 Day
Cost: $99
Eligibility: EMS

Dates: September 15, 2009   January 9, 2010
April 28, 2010

In this course, participants learn to develop a structured process to use in screening, interviewing, and hiring in accordance with State of Iowa procedures. Topics include:

- Analyzing the knowledge, skills and abilities (KSAs) necessary for the position
- Analyzing a position's essential functions
- Developing skills for conducting a successful interview
- Designing interview questions that are legal
- Getting the answers you need
- Making the final hiring decision

Fundamentals of Supervision

Course Number: NC 151

Length: 1 Day
Cost: $99
Eligibility: EMS

Dates: November 17, 2009   March 31, 2010
June 3, 2010

This course will provide new and experienced supervisors with the essential skills to be a good supervisor. Supervisors will learn to establish credibility, create an effective work style, manage their time and schedule their workload. They will discover the basics of coaching, communication, motivation, delegation and performance management, which will help create a higher performing team and decrease some of the stress associated with supervision.

Government Ethics & Lobbying Act

Course Number: RM 009

Length: 1 1/2 Hours
Cost: $39
Eligibility: All

Dates: August 26, 2009   December 9, 2009

The purpose of this session is to provide guidance on the application of the relevant ethics and lobbying laws in Iowa Code chapter 68B to situations faced by agency rule makers. Participants will also discuss relevant advisory opinions and administrative rules by the Iowa Ethics and Campaign Disclosure Board.

Grammar & Proofreading Essentials

Course Number: GI 222

Length: 1 Day
Cost: $115
Eligibility: All

Dates: November 18, 2009   June 10, 2010

This course will help individuals apply tricks and tips for remembering grammar basics. A great opportunity to learn proofreading techniques, ensuring efficiency and accuracy. Comprehend the different needs of e-mail vs. written proposals vs. business reports.

Grant Series

Course Number:
Grant Seeking GI 200
Grant Writing GI 091
Grant Management GI 300

Length: 1 Day per Course
Cost: $99 per session or $259 for all 3 sessions
Eligibility: All

Dates:

Grant Seeking:	September 21, 2009	April 19, 2010
Grant Writing:	October 12, 2009	April 26, 2010
Grant Management:	October 26, 2009	May 17, 2010

Grant Seeking
This session explores how and where to find the right grant for your organization by making your organization "grant ready." The session teaches participants the techniques in creating a process for proactively finding and selecting grants which will maximize your organization's mission and how to avoid wasting your organization's effectiveness and resources by pursuing the wrong grant.

Grant Writing
This session deals with how to write a grant to maximize your chances of selection. The session will explore techniques of successful grant writing, how to interpret the RFP, legal issues related to grant writing, how to leverage your organization's current resources into a proposal, formatting and other writing tips that create a quality grant application.

Grant Management
Participants will learn how to create a management environment that maximizes the effectiveness of your grant and maximizes the opportunities for securing future grant support. The session deals with management, budget, reporting, regulatory and other critical issues associated with grant management.

Human Relations Skills

Course Number: SC 203

Length: 2 Days
Cost: $229
Eligibility: All

Dates: October 13 & 14, 2009
April 28 & 28, 2010

Certificate Program

Today's workplace requires employees to deal with a variety of people and situations. During this class, participants will focus on improving their relationships with coworkers, supervisors, and clients. Participants will learn to:

- Understand and handle feelings in the workplace, including their own anger and anger of others
- Utilize tools to cope more effectively with work situations beyond their control
- Deal with difficult people encountered through the work day
- Imp0rove communication with other in the workplace

Influencing & Negotiating for Results

Course Number: GI 218

Length: 1 Day
Cost: $159
Eligibility: All

Dates: September 16, 20069   April 2, 2010

Formerly The Art of Win-Win Negotiating

Certificate Program

Participants of this workshop will learn the foundational skills of negotiation. They will learn the meaning of negotiating and how it is appropriately utilized. They will also learn how to develop and apply effective negotiating strategies to attain desired results for all parties involved. Topics Include:

- The definition and purpose of negotiation
- When the utilization of negotiations is appropriate
- The different types of negotiating techniques & styles
- How power and positioning influence effective negotiation
- Strategies for applying negotiating techniques & skills
- Adjust your negotiating style to be more effective

Introduction to Administrative Law

Course Number: RM 001

Length: 2 Hours
Cost: $39
Eligibility: All

Dates: July 22, 2009   December 3, 2009

Certificate Program

This session will introduce the audience to the concept that the operation of government has is own body of law—administrative law. Also covered is how the Administrative Procedures Act fits within the administrative law umbrella, an overview of the major aspects of the Administrative Procedures Act, and how it affects agency policy making.

Introduction to Business Skills

Course Number: GI 174

Length: Two 3-hour sessions
Cost: $129
Eligibility: All

Dates: November 6 & 13, 2009
April 9 & 16, 2010

Certificate Program

Participants will meet for two 3-hour sessions (6 hours of total classroom time) to discuss and review a variety of business skills topics, which include:

- The forms of departmentalization within state government
- Levels and functions of management
- The determinants for span of management, staff and line authority
- The function of the balance sheet, income statement, and cash budget for decision making purposes
- Time management concepts

Listening: The Forgotten Skill

Course Number: GI 003

Length: 1 Day   **Dates:**   September 22, 2009   March 4, 2010
Cost: $115
Eligibility: All

Approved listening means improved job efficiency and productivity. Most employees spend over 50% of their day listening. Accurate listening and retention skills are crucial to help manage the vast amount of information we receive daily. Topics include:

- The role of feedback and perception in the communication process
- The 12 blocks of listening
- Nourishing creativity through better listening

- Keys to effective listening, including the effect of nonverbal communication on listening
- Practical techniques to improve you listening skills

Managing: Conflict & Resistance in the Workplace

Course Number: GI 165

Length: 1 Day   **Dates:**   August 6, 2009   November 10, 2009
Cost: $159   February 23, 2010   May 6, 2010
Eligibility: EMS   *Formerly   Conflict Resolution*

Conflict in an organization is inevitable. If not addressed and managed, conflict can cause significant damage to individuals, teams, and an organization. In this course, participants will learn ways to ease tension, reduce defensiveness, and reach win=win solutions for all parties. Topics include:

- Why it's important to manage conflict
- Different ways that individuals address and respond to conflict

- What to do when managing conflict and what to avoid
- Sources of conflict
- Types of conflict

Managing Effective Meetings

Course Number: SC 242

Length: 1/2 Day   **Dates:**   January 21, 2010
Cost: 59
Eligibility: All

This course will address the various component s that make up an effective meeting. Participants will discuss the purpose and necessity of meetings, as well as facilitation techniques to keep meetings moving forward and on topic. Participants will review agendas for modification and improvement. They will also review and discuss sample ground rules for meetings and share real-life scenarios of meeting challenges that must be resolved in order to conduct a meeting that is valuable and successful.

Managing Generational Differences at Work

Course Number: SC 256

Length: 1/2 Day   **Dates:**   Coming Soon
Cost: $75
Eligibility: All

This seminar is designed to increase appreciation of generational differences in communication styles, workplace values, and skill sets. Participants will explore collaborative approaches that will capitalize on the strengths of both generations and take a brief look at succession planning strategies to assure that the torch is passed on in inclusive, responsible and responsive ways. Course objectives include:

- Describe the primary work ethic and communication characteristics of Traditionalists, Baby Boomers, Generation X, and Generation Y
- Anticipate and proactively respond to generational differences that impact workplace performance productivity and teamwork.

- Collaborate with others to create and sustain a work environment that capitalizes on, and celebrates generational diversity in a manner which results in service excellence
- Appreciate the dynamics of targeted succession planning for the purpose of knowledge transfer

Managing Stress Effectively

Course Number: GI 129

Length: 1 Day   **Dates:**   November 19, 2009   March 4, 2010
Cost: $99
Eligibility: All

Stress plays a significant role in everyone's life, with the four greatest sources of stress being relationships, health, job and finances. Everyone knows about the concept of stress but few realize the impact that stress can have on emotional and physical health.

This course encourages participants to acknowledge their personal stress and identify both helpful and harmful responses in their lives. Participants will learn the connection emotion and behavior in response to stress and will be encouraged to develop multiple approaches for confronting and defeating stress. Participants will be challenged to confront stressors in all aspects of their lives, from families and relationships to thinking processes to personal lifestyle choices. By the end of the course, participants will have constructed a personal stress-management program that they can use to motivate them to greater health and well-being.

Managing Your Time & Priorities

Course Number: GI 090

Length: 1 Day   **Dates:**   November 17, 2009   March 3, 2010
Cost: $115
Eligibility: All

This course will provide participants with the skills to increase productivity and achieve their goals. Participants will learn to accomplish more by first scheduling their priorities and then prioritizing their schedules. The seminar includes strategies for:

- Using short and long term goals for personal and professional growth
- Solving the time crunch in your life by eliminating common time wasters
- Getting and staying organized
- Using a variety of tools to manage time effectively
- Managing the many priorities in our lives

Marketing Principles

Course Number: GI 305

Length: 1 Day   **Dates:**   January 12, 2010
Cost: $159
Eligibility: All

Marketing is based on identifying, anticipating, and satisfying customer needs effectively and profitability. It encompasses market research, pricing, promotion, distribution, customer care, brand image and much more.

Utilizing effective marketing strategies can increase service or product usage, increase revenues for the organization, and improve the overall customer perception of the organization.

Memory Power Tools

Course Number: RM 005

Length: 1/2 Day   **Dates:**   October 22, 2009   April 15, 2010
Cost: $75
Eligibility: All

This three hour session is quick and effective. Learn to quickly access data you once would have forgotten (*like people's names*!). This course is bound to change your life at work and reduce stress. Participants will leave with skills they will remember! Workshop Objectives

- Bring to life your power to remember names
- Understand why and when your memory fails and how to avoid it
- Turn the weaknesses of your memory into strengths
- Listen so that your memory stands a chance
- Learn exercises to develop your memory muscle
- Take notes your mind will remember.

Minute Taking

Course Number: GI 177

Length: 1/2 Day
Cost: $59
Eligibility: All

Dates: January 21, 2010   May 11, 2010

Certificate Program

Formally or informally, many individuals are responsible for minute or note taking. This course will help participants enhance their professionalism by learning the techniques of quality minute taking. Topics will include:

- Definition and purpose of minutes
- The meeting itself (preparation, taking notes, after the meeting)
- Components of minutes
- Listening skills (message transference, perception)
- Review of minutes and report to group

Open Meetings/Public Records

Course Number: RM 011

Length: 2 Hours
Cost: $39
Eligibility: All

Dates: November 19, 2009   June 24, 2010

Certificate Program

The free flow of information is key to our democratic society. The challenge for everyone especially our policymakers, is to balance the public's right to information with the individual's right to privacy.

The goal of this seminar is to inform you of the public record and open meetings laws, procedures, and exemptions and discuss any recent legislation pertaining to open meetings and public records.

Managing Effective Meetings

Course Number: MC 311

Length: 1Day
Cost: $59
Eligibility: All

Dates: March 2, 2010

This course provides an overview of the State of Iowa's budget and accounting system. Representatives of Department of Administrative Services, State Accounting Enterprise, Department of Management, and Treasurer of State will provide valuable information to participants, including:

- State's financial procedures
- Methods for estimating revenue
- Budgeting: the review and approval process
- The state's accounting system
- How to track appropriations
- The use of Generally Accepted Accounting Principles

Performance Evaluation

Course Number: NC 401

Length: 1 Day
Cost: $99

Dates: August 27, 2009   November 3, 2009
February 4, 2010   May 27, 2010

Certificate Program

This workshop provides information to managers and supervisors on the State of Iowa performance appraisal process. Participants will learn to:

- Identify assumptions and biases about performance appraisal
- Utilize the performance evaluation system as a benefit to them and their employees
- Identify fair and measurable performance criteria
- Write clear expectation statements
- Legal side of performance appraisals
- Complete the State of Iowa individual performance plan and evaluation form

Plain Talk

Course Number: GI 223

Length: 1 Day
Cost: $159
Eligibility: All

Dates: December 9, 2009

This workshop will assist participants in writing and designing documents that are easy to use and easy to understand. You will explore general principles and guidelines of Plain Talk as it applies to writing instructions, announcements, publications, and other documents.

Key topics will include guidelines for Plain Talk, techniques for simple, concise emphatic business writing, elements of writing great instructions, focusing on your customers, and using readability tools such as Flesch-Kincaid test or Fog Index.

Preparing & Presenting Grievance/GIRP Information

Course Number: NC 902

Length: 1/2 Day
Cost: $49
Eligibility: All

Dates: September 17, 2009   January 19, 2010

Preparing & Presenting Grievance/GRIP Information is designed to help agencies prepare their defense in grievance meetings, the Grievance Resolution Improvement Process (GRIP) , and arbitrations. It builds on two other PDS workshops: Discipline, Grievances & Contracts and Investigating Employee Misconduct.

The workshop will help explain the stages, define documentation needed to support the cases, and offer advice on how to effectively present the information along the way. It's an hands-on, interactive session that will allow you to leave with the necessary tools to assist you through the defense process from start to finish.

Presentation Skills

Course Number: GI 014

Length: 1 Day
Cost: $159
Eligibility: All

Dates: December 8, 2009   June 29, 2010

Be ready for your next presentation! Learn and practice effective presentation techniques and skills in this fun, interactive workshop. Topics will include:

- Addressing the "Fear Factor"
- Using a 10-step process to organize, prepare, and present successfully
- Understanding body language - the nonverbal side of delivery
- Incorporating over 27 visual aids to enhance your presentation
- Learning about three different ways participants absorb information
- Speaking persuasively
- Understanding effective introductions
- Dealing with difficult situations
- Creating strong closings

Preventing Sexual Harassment for Employees

Course Number: GI 052

Length: 1/2 Day
Cost: $49
Eligibility: All

Dates: August 27, 2009   November 3, 2009
April 27, 2010

Everyone loses when sexual harassment occurs. It lowers morale, hurts working relationships, creates resentment, and lessens an organization's ability to function well. All employees have the right to work in an environment free of harassment. This course discusses:

- What constitutes sexual harassment in the workplace
- Your rights as an employee
- The legal consequences of harassing a coworker
- How to appropriately confront harassing behavior on the job

Preventing Sexual Harassment for Supervisors

Course Number: NC 119

Length: 1/2 Day
Cost: $49
Eligibility: EMS

Dates: September 29, 2009   February 11, 2010
June 9, 2010

Participants in this course will learn about their supervisory responsibilities in dealing with sexual harassment on the job. Topics include:

- Legal definition of sexual harassment
- Employer liability
- Behaviors that constitute sexual harassment
- The supervisor's role in preventing sexual harassment
- Investigation of sexual harassment

Professional Impact

Course Number: GI 084

Length: 1 Day
Cost: $115
Eligibility: All

Dates: September 10, 2009   February 2, 2010
June 17, 2010

An enhanced professional image is important for all employees who want to project a confident, professional self. Many people make judgments based on "first impressions." Therefore, a positive impression is critical. Topics include:

- Understanding professionalism on the job
- Increasing credibility, confidence, and composure
- Dealing professionally with coworkers, supervisors, and the public
- Communicating in a professional manner
- Using body language effectively
- Managing your appearance to create a professional image

Project Management

Course Number: PT 103

Length: 2 Days
Cost: $229
Eligibility: All

Dates: October 7 & 8, 2009
February 17 & 18, 2010

This two-day course instills effective, repeatable project-management techniques in people of various experience levels. The interactive format includes practice projects, including one for the initial exercises and one for the audit analysis wrap-up. Increase the odds of delivering projects on time and under budget. Learn ways to:

- Define a project and its scope
- Develop time and cost estimates
- Create a schedule
- Identify ways to shorten the project
- Identify and manage risks
- Organize and document project information
- Track progress and make adjustments
- Develop a system for managing changes to a project

Putting More Life in Your Time

Course Number: GI 240

Length: 1/2 Day
Cost: $75
Eligibility: All

Dates: October 22, 2009

This three hour workshop, will leave you refreshed and relaxed. Take away skills to increase your happiness quotient. Drop anxieties and tensions and learn to keep them at bay. Make the most of any task and realize once and for all it is the journey that counts. This day is enlightening and creates positive motivation. Workshop Objectives:

- Learn how to keep all the "balls in the air" successfully
- Relax as hard as you work
- Discover how to get the most relaxation in the least amount of time
- Keeping little frustrations from stealing happiness
- Catch the power of letting go - how to get your life back

Rule Writing Style

Course Number: RM 003

Length: 2 Hours
Cost: $39
Eligibility: All

Dates: November 5, 2009

This course will focus on style guidelines for the three parts of a rulemaking document: the preamble, the item statements, and the rule language. The course will include hands-on practice in identifying ways to improve sentence structure and word selection. In addition to style guidelines, the course will address questions related to procedures and formatting.

Rulemaking Process

Course Number: RM 004

Length: 2 Hours
Cost: $39
Eligibility: All

Dates: August 6, 2009   June 15, 2010

This course concentrates on the rulemaking segment of the Administrative Procedures Act. It will define the term "administrative rules," outline the process to formally implement a rule, and detail the role of public, gubernatorial, and legislative input in shaping that policy.

Services Contracting: From Beginning to End

Course Number: Day 1 - GI 148, Day 2 - GI 149

Length: 2 One-Day Sessions
Cost: $99 per day or $169 for both days
Eligibility: All

Dates: September 30 & October 1, 2009
December 2 & 3, 2009
Spring 2010

Are you confused about the ins and outs of purchasing goods for the state? You are not alone. If procurement is part of your job, you must be aware of the many rules and procedures required by law. In this two-day session, you will learn the vocabulary, timeline, and requirements that are involved in the procurement process. Take time now to educate yourself on these essential procedures.

DAS-Procurement, Attorney General's office and PDS have worked together to create a learning experience that will help you do your job better, with more confidence and greater efficiency.

Day 1
- Procurement Rules
- Do's & don'ts of public procurement
- Chapter 8F Requirements
- Accountable Government Act
- Drafting Specifications
- Bid Timeline

- Ethics
- Developing Evaluation Criteria
- Evaluation committee Rules & Responsibilities
- Drafting a bid
- Negotiations
- Awarding a contract

Statutory Construction and Legal Drafting

Course Number: RM 002

Length: 2 Horus
Cost: $39
Eligibility: All

Dates: August 4, 2009   November 10, 2010

Constitutions, acts, codes, and rules are all sources of law. This course will discuss the various components of law, including Iowa Acts, Iowa Code, Iowa Code Supplement, and Iowa Administrative Bulletin and Code. This section will cover the tools used to read a statute and determine its meaning. It will also provide an introduction to the concept of drafting code language.

Thriving on Change

Course Number: GI 163

Length: 1 Day
Cost: $159
Eligibility: All

Dates: November 13, 2009

Make change work for you by attending this exciting course. Learn how to put changes in perspective, explore why people react to change in different ways, and strategies to make change work for both you and the organization. Topics include:

- Understanding the process of change and transition
- Evaluating the environment to assist in change management
- Exploring factors that inhibit and enable effective change
- Creating your individual action plan to guide you and others through change

Time Mastery

Course Number: GI 313

Length: 1/2 Day
Cost: $105
Eligibility: All

Dates: September 24, 2009   February 10, 2010

Certificate Program

Ever feel as if your life is like a teeter-totter, going up and down and out of control? How many of us work to achieve balance between work and home or even just in our workday? Have you achieved the balance for which you are looking?

Experience an inspirational workshop that will assist participants in discovering how they can achieve balance at work and home utilizing a seven-step process and an individual Time Mastery Profile from Inscape Publishing. Participants will fill out an online assessment prior to seminar and receive an individual report on their time management skills. Topics will include, but not limited to:

- Explanation of Time Mastery profiles so individuals have an understanding of how it can be utilized
- Discussion of time-management strengths of participants
- Learning when and how to say yes and no to opportunities
- Develop personal and work related mission statements to support time mastery goals
- Skills needed to improve and enhance participants' time-management skills so their performance can be improved and productivity increased

Train the Trainer

Course Number: GI 017

Length: 2 Days
Cost: $229
Eligibility: All

Dates: April 7 & 8, 2010

This interactive, hands-on course will help participants discover the skills and techniques needed to effectively develop and deliver training to the adult learner. If you do any type of training or presenting (or would like to), this is the course for you! Topics will include:

- Establishing a comfortable learning environment
- Adult learner characteristics and learning styles
- Presentation techniques
- Developing participant-centered training and activities
- Handling difficult participants

Valuing Diversity

Course Number: GI 103

Length: 1/2 Day
Cost: 49
Eligibility: All

Dates: October 13, 2009   March 31, 2010

This half-day awareness course is designed to help participants understand and value cultural differences. The focus of this course is to foster positive attitudes, behaviors, and practices that support a diverse workplace. Topics include:

- The changing labor force
- Differences between EEO/AA and diversity
- Inclusions versus exclusions
- Advantages and benefits to be gained by valuing diversity
- Communication and language barriers to diversity

Performance & Development Solutions (PDS)
Course Registration Form

(Please Print)

Name: _____ _____ _____ SS #: _____
        Last   *First*   *MI*

Department: _____ Work Location: _____

E-Mail: _____ Work Phone: _____

FOR NON-STATE EMPLOYEES, PLEASE PROVIDE BILLING INFORMATION:

Non-State Agency/Organization: _____ E-Mail: _____

Contact: _____ Phone #: _____

Address: _____ City/Zip: _____

Course Number	Course Title	Date Preference	Alternative Date

Refer to PDS catalog or website for course numbers, titles and dates – http://das.hre.iowa.gov/LearnAtPDS/

Once any course costing $99.00 or less is confirmed, the participant's agency will be billed for the full amount of training unless cancellations are received by PDS at least five (5) working days prior to the class date. For courses that cost $100.00 or more, agencies will be billed for ANY cancellations after confirmation. Departments may substitute confirmed course participants. To cancel, contact your agency training liaison or email pds@iowa.gov.

The following signatures indicate approval of the course(s) requested above and understanding of PDS' cancellation policy.

_____ _____
Employee Signature   *Date*

_____ _____ _____
Supervisor Signature   *Supervisor Name*   *Date*

_____ _____ _____
Training Liaison Signature (State Employee Only) *Training Liaison Name*   *Date*

Please return the completed form to:

State Employees: Your agency's Training Liaison
Non-State Employees: PDS Training, DAS-HRE, Fax: (515) 242-5070, Phone: (515) 281-5456 or e-mail pds@iowa.gov

Accommodation Request: Please contact PDS at (515) 281-5456 or pds@iowa.gov to indicate any special needs that PDS may be able to address to make your participation more enjoyable.

CFN 552-0142 Rev. 8/09

Course Catalog: July 1, 2009—June 30, 2010 ♦ **Website:** http://learnatpds.iowa.gov ♦ **E-Mail:** pds@iowa.gov

(PLEASE PRINT)

Instructions

1) Fill out the following enrollment form and submit.
2) A Username, Password, and directions will be issued to you by email.
3) At the end of your registration period, an activity report will be issued and the account deactivated.

User Information

Name (printed): _____ SS #: _____

Email: _____ Preferred Password (optional): _____

Department: _____ Work Phone: _____

FOR NON-STATE EMPLOYEES, PLEASE PROVIDE BILLING INFORMATION:

Non-State Agency/Organization: _____ E-Mail: _____

Contact: _____ Work Phone: _____

Address: _____ City/Zip: _____

Please Select:

☐ 1 course for 1 month ($50.00)   ☐ 3 courses for 2 months ($120.00)   ☐ 5 courses for 3 months ($160.00)

☐ 2 courses for 1 month ($90.00)   ☐ 4 courses for 2 months ($145.00)   ☐ Unlimited courses for 3 months ($180.00)

Please list course(s) below

	Course Number	Course Title	Completion Date (For PDS Use Only)
1.			
2.			
3.			
4.			
5.			

The following signatures indicate approval of the course(s) and agreement to not disclose the assigned username and password to unauthorized users.

_____ _____
Employee Signature *Date*

_____ _____ _____
Supervisor Signature *Supervisor Name* *Date*

_____ _____ _____
Training Liaison Signature (State Employee Only) *Training Liaison Name* *Date*

Please return the completed form to:

State Employees: Your agency's Training Liaison
Non-State Employees: PDS Training, DAS-HRE, Fax: (515) 242-6450, Phone: (515) 281-5456, or e-mail pds@iowa.gov

For PDS Use Only:
 Date Activated: _____ Complete By: _____ Deactivate Date: _____

CFN 552-0718 Rev. 9/09

Certificate Program
ACHIEVEMENT CERTIFICATE

(PLEASE PRINT)

Name: _____ _____ _____ SS #: _____
          Last   *First*   *MI*

Department: _____ Work Location: _____

E-Mail: _____ Work Phone: _____

Completion of the PDS Achievement Certificate requires the four Core Courses listed below and six PDS courses of your choice with the exception of courses that are required for other certificates. Participants have three years from the enrollment confirmation date to complete the program. Core courses taken within six months of the enrollment confirmation date can be counted toward completion of the certificate. (Exception: Core courses previously taken to complete an AMS certificate will be counted. Please provide the AMS certificate completion date below.)

Record Of Completion

Core Courses	Course Number	Date Taken	Elective Courses	Date Taken
Achieving Communication Effectiveness (ACE)	GI 077	_____	1) _____	_____
Customer Service	QM 002	_____	2) _____	_____
Business and Organizational Ethics	SC 240	_____	3) _____	_____
Human Relations Skills	SC 203	_____	4) _____	_____
			5) _____	_____
			6) _____	_____

If applicable indicate AMS certificate completion date: _____ / _____ / _____

_____

The following signatures indicate awareness of this application and support for completion of this certificate program within three (3) years.

_____ _____   _____ _____
Employee Signature   *Date*   *Department Director Signature*   *Date*

_____ _____   _____ _____
Supervisor Signature   *Date*   *Training Liaison Signature (State Employee Only)*   *Date*

Please return the completed form to:

State Employees: Your agency's Training Liaison
Non-State Employees: PDS Training, DAS-HRE, Fax: (515) 242-6450, Phone: (515) 281-5456, or email: pds@iowa.gov

For PDS Use Only:
  Confirmed: _____   *Courses Valid Since:* _____   *Completion Date By:* _____
  Certificate Sent: _____

CFN 552-0635   Rev. 9/09

Course Catalog: July 1, 2009—June 30, 2010 ♦ **Website:** http://learnatpds.iowa.gov ♦ **E-Mail:** pds@iowa.gov

Performance & Development Solutions (PDS)
Administrative Assistant Certificate

(PLEASE PRINT)

Name: _____ _____ _____ SS #: _____
      Last   *First*   *MI*

Department: _____ Work Location: _____

E-Mail: _____ Work Phone: _____

Completion of the PDS Administrative Assistant Certificate Program requires the completion of the ten classes and the completion of five elective classes. If participants have completed computer training at a lower level in any of these classes, the participant should complete a higher level training in the same software or in another software program.

Record Of Completion				

Core Courses	Course Number	Date Taken	Elective Courses	Date Taken
Accounting Fundamentals	GI 176	_____	1) _____	_____
Achieving Communication Effectiveness	GI 077	_____	2) _____	_____
Business English	GI 001	_____	3) _____	_____
Business Writing Workshop	GI 134	_____	4) _____	_____
Customer Service	QM 002	_____	5) _____	_____
Customer Service Telephone Skills	QM 030	_____		
Financial Math Refresher	GI 175	_____		
Introduction to Business Skills	GI 174	_____		
Professional Image	GI 084	_____		
Project Management	PT 103	_____		

Eligible electives include: Creative Thinking & Problem Solving (GI 160), Grammar & Proofreading Essentials (GI 222), Managing Your Time & Priorities (GI 090), Minute Taking (GI 177), Time Mastery (GI 313), and ANY computer application course at New Horizons or DAS-ITE (please visit http://learnatpds.iowa.gov/ for the current schedule).

_____

The following signatures indicate awareness of this application and support for completion of this certificate program within three (3) years.

_____ _____   _____ _____
Employee Signature   *Date*   *Department Director Signature*   *Date*

_____ _____   _____ _____
Supervisor Signature   *Date*   *Training Liaison Signature (state employee only)*   *Date*

Please return the completed form to:

State Employees: Your agency's Training Liaison
Non-State Employees: PDS Training, DAS-HRE, Fax: (515) 242-5070, Phone: (515) 281-5456 or e-mail to: pds@iowa.gov

For PDS Use Only:

   Confirmed: _____   *Courses Valid Since:* _____   *Completion Date By:* _____

   Certificate Sent: _____

CFN 552-0701   Rev. 8/09

(PLEASE PRINT)

Name: _____ _____ _____ SS #: _____
            Last   First   MI

Department: _____   Work Location: _____

E-Mail: _____   Work Phone: _____

Completion of the PDS Applied Business Series (ABS) Certificate requires the nine courses below. Participants have three years from the enrollment confirmation date to complete the program. Courses taken within six months prior to the enrollment confirmation date can be counted toward completion of the certificate.

Record Of Completion		

Core Courses	Course #	Date Taken
Building a High-Performing Workplace	GI 302	_____
Business Writing Workshop	GI 134	_____
Customer Service	QM 002	_____
Grant Seeking	GI 200	_____
Grant Writing	GI 091	_____
Marketing Principles	GI 305	_____
Project Management	PT 103	_____
Services Contracting: Selecting a Contractor	GI 148	_____
Services Contracting: Drafting, Negotiating, and Monitoring the Contract	GI 149	_____

The following signatures indicate awareness of this application and support for completion of this certificate program within three (3) years.

_____   _____   _____   _____
Employee Signature   *Date*   *Department Director Signature*   *Date*

_____   _____   _____   _____
Supervisor Signature   *Date*   *Training Liaison Signature (state employee only)*   *Date*

Please return the completed form to:

State Employees: Your agency's Training Liaison
Non-State Employees: PDS Training, DAS-HRE, Fax: (515) 242-6450, Phone: (515) 281-5456, or e-mail: pds@iowa.gov

For PDS Use Only:

   Confirmed: _____   *Courses Valid Since:* _____   *Completion Date By:* _____

   Certificate Sent: _____

CFN 552-0688   Rev. 9/09

(PLEASE PRINT)

Name: _____ _____ _____ SS #: _____
Last   First   MI

Department: _____ Work Location: _____

E-Mail: _____ Work Phone: _____

Completion of the PDS Applied Management Series (AMS) Certificate requires the five Core Courses and eight HR Policy courses listed below. Participants have three years from the enrollment confirmation date to complete the program. Core courses taken six months prior to the enrollment confirmation date can be counted toward completion of the certificate.

Record Of Completion

Core Courses	Course Number	Date Taken	HR Policy Courses	Course Number	Date Taken
Business & Organizational Ethics	SC 240	_____	Americans with Disabilities Act	NC 123	_____
Communication Enhancement	GI 198	_____	Discipline, Grievances, & the Contracts	NC 901	_____
Conflict Resolution	GI 165	_____	Equal Employment Opportunity/Affirmative Action	NC 202	_____
Developing a Customer Focused Organization	SC 254	_____	Family Medical Leave Act	NC 122	_____
Dimensions of Leadership	GI 230	_____	From Interview to Hire	NC 301	_____
			Investigating Employee Misconduct	NC 118	_____
			Performance Evaluation	NC 401	_____
			Preventing Sexual Harassment for Supervisors	NC 119	_____

The following signatures indicate awareness of this application and support for completion of this certificate program within three (3) years.

_____   _____   _____   _____
Employee Signature   *Date*   *Department Director Signature*   *Date*

_____   _____   _____   _____
Supervisor Signature   *Date*   *Training Liaison Signature (State Employee Only)*   *Date*

Please return the completed form to:

State Employees: Your agency's Training Liaison
Non-State Employees: PDS Training, DAS-HRE, Fax: (515) 242-6450, Phone: (515) 281-5456 or e-mail: pds@iowa.gov

For PDS Use Only:

Confirmed: _____   Courses Valid Since: _____   Completion Date By: _____

Certificate Sent: _____

CFN 552-0636 Rev. 9/09

Performance & Development Solutions (PDS)
Foundations of Government

(PLEASE PRINT)

Name: _____ _____ _____ SS #: _____
        Last   *First*   *MI*

Department: _____ Work Location: _____

E-Mail: _____ Work Phone: _____

Completion of the PDS Foundations of Government Certificate requires completion of **ten** (10) eligible courses. Participants have two years from the enrollment confirmation date to complete the program. Courses taken six months prior to the enrollment confirmation date can be counted toward completion of the certificate.

Record Of Completion

Course   **Date Taken**

1) _____ _____

2) _____ _____

3) _____ _____

4) _____ _____

5) _____ _____

6) _____ _____

7) _____ _____

8) _____ _____

9) _____ _____

10) _____ _____

Select **ten** of the following eligible courses:

Citizen's Aide/Ombudsman (RM 010)	Legislative Process in Iowa State Government (GI 144)
Contested Cases (RM 008)	Open Meetings/Public Records (RM 011)
Electronic Code Research (RM 005)	Overview of State Government Finances (MC 311)
Ethics for the Rule Maker (RM 009)	Rule Writing Style (RM 003)
Executive Orders Relating to Rulemaking (RM 006)	Rulemaking Process (RM 004)
Introduction to Administrative Law (RM 001)	Statutory Construction and Legal Drafting (RM 002)
Judicial Rule Review (RM 007)	

The following signatures indicate awareness of this application and support for completion of this certificate program within two (2) years.

_____   _____   _____   _____
Employee Signature   *Date*   *Department Director Signature*   *Date*

_____   _____   _____   _____
Supervisor Signature   *Date*   *Training Liaison Signature (State Employee Only)*   *Date*

Please return the completed form to:

State Employees: Your agency's Training Liaison
Non-State Employees: PDS Training, DAS-HRE, Fax: (515) 242-6450, Phone: (515) 281-5456 or e-mail pds@iowa.gov

For PDS Use Only:

   Confirmed: _____   Courses Valid Since: _____   Completion Date By: _____

Certificate Sent: _____

CFN 552-0692 Rev. 8/09

INDEX OF CLASSES

INDEX OF CLASSES